

S/N 09/540,502



PATENT

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UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Thomas G. Brewer et al. Examiner: Nguyen, Phuoc H
Serial No.: 09/540,502 Group Art Unit: 2143
Filed: March 31, 2000 Docket: 8374
Title: Channel Director for Cross-Channel Customer Interactions

APPOINTMENT OF ASSOCIATE REPRESENTATIVES

Commissioner for Patents
Washington, D.C. 20231

The undersigned attorney of record in the above-identified patent application hereby appoints:

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to act as associate attorneys, and empowers the associate attorneys to receive all correspondence from the U. S. Patent and Trademark Office, to amend the specification and drawings, to prosecute the application; and ratifies any act done by the associate in respect of the application.

Respectfully submitted,

Thomas G. Brewer et al.

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Date MAY 6, 2003

By James M. Stover
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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner of Patents, Washington, D.C. 20231, on this 6th day of May, 2003.

Name

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Signature

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